AUK Policies
Grievance & Complaints Mechanism

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1. Purpose

At AgencyUK, we are committed to operating responsibly, ethically, and transparently. We recognise that stakeholders — including employees, suppliers, clients, partners, and community members — may at times wish to raise concerns or grievances related to our operations, behaviour, or business practices. This mechanism provides a clear, fair, and accessible process for raising, addressing, and resolving such concerns.

2. Access to the Grievance Mechanism

Stakeholders can raise a grievance or concern through any of the following channels:

Email: lizzie@agencyuk.com

Mail: Grievance Officer, AgencyUK, Units 2-5 New Workshops, Beehive Yard, Bath BA1 5BT

These channels are open to both internal and external stakeholders. Grievances may be submitted anonymously, although providing contact details allows us to communicate and resolve matters more effectively.

3. Information Provided to Stakeholders

When a grievance is submitted, the company will acknowledge receipt within five (5) working days and provide the stakeholder with clear information about our grievance process, including:

3.1 Grounds for Accepting a Grievance

A grievance will be accepted if it relates to any of the following:

- The company's conduct, services, or operations
- Treatment of individuals or groups by the company or its representatives
- Breach of company policy, law, or ethical standards
- Environmental, social, or governance impacts arising from company activities

Grievances that are clearly unrelated, frivolous, or malicious may not be accepted, but a rationale will always be provided (see section 5).

3.2 Grievance Process Steps and Targeted Deadlines

Our grievance process follows these steps:

Acknowledgement – Within 5 working days of receipt

Assessment – Within 10 working days, the grievance is reviewed to determine its validity and required next steps

Investigation – Conducted by the Business Director, typically completed within 20 working days

Resolution Proposal – A summary of findings and proposed actions is shared with the complainant

Closure or Escalation – The grievance is closed upon mutual agreement, or escalated if unresolved

Targeted deadlines may vary depending on complexity, but updates will be provided regularly.

3.3 Facilitating Resolution

We aim to resolve all grievances through open communication, fairness, and collaboration. Resolution may include corrective action, mediation, a written response, or policy improvements. The Grievance Officer ensures the process is impartial, transparent, and aligned with our values.

4. Response and Follow-up

AgencyUK ensures every stakeholder who raises a grievance receives timely communication throughout the process.

We will either:

- Provide regular updates on each step, including investigation progress, findings, and confirmation once a resolution is achieved; or
- If the issue is not accepted as a grievance, provide a clear explanation outlining the reasons and, where appropriate, suggest alternative avenues for addressing the concern.

5. Confidentiality and Non-Retaliation

All grievances are handled confidentially and with respect for all parties involved. Retaliation against anyone who raises a grievance in good faith is strictly prohibited. Any breach of confidentiality or retaliation will be treated as a serious disciplinary matter.

6. Continuous Improvement

Feedback from grievances and complaints helps us identify areas for improvement. We regularly review outcomes and trends to strengthen our management systems, workplace culture, and stakeholder engagement.